Ameesha

Software Developer

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Service-oriented professional with 2 years of experience in customer service, sales, and marketing, plus technical skills in full-stack development, database management, and software testing. Skilled at building client relationships, delivering tailored software solutions, and bridging the gap between business needs and technology. Currently pursuing Software Engineering Technology – Artificial Intelligence at Centennial College, having previously graduated with a B.Tech in Computer Science Engineering.

Key Highlights
- Onboarded and trained 50+ clients, boosting software adoption and retention.
- Expanded sales pipeline through targeted outreach, driving revenue growth.
- Delivered live/video demos, cutting onboarding time by 30%.
- Coordinated between clients and developers to ensure fast, effective issue resolution.

Professional Experience

01/2022 – 11/2023
Punjab, India

Support Executive, *Unilead software solution pvt.ltd.*
- First of all, making new clients aware about the services provided by our company then install the software and create their own company with in the software to make them feel like their own.
- Providing description about the varies tools they can use to easily run their institutions. Import their data in the software to avoid entering the data. Helping with various modules to work easily and provide them with shortcuts for quickly getting results out of it.
- Making new clients comfortable enough so that they can call me any time with in working hours if any query related to software arises.
- For the old clients there are number of updates and queries are there to resolve therefore I talked with my senior who then give that query to software development team to satisfy the client which is our ultimate goal.

Area Sales Manager, *Unilead software solution pvt.ltd.*
- I have also worked as sale manager for this company and able to get new clients while interacting with them phonically, through email and messages. I send promotional messages and email to make new customers aware of our company.
- Acknowledging query related to company services and tell me about their needs then after telling them about company's services, I send them proposal with video demonstration to compare with other product with market. If they are interested to see more about this product then live demonstration is also provided by me according to their demand.

Education

05/2025 – Present
Scarborough, Canada

Software Engineering Technology – Artificial Intelligence (AI), *Centennial College*

06/2009 – 07/2013
Punjab, India

Computer science engineering, *Punjab Technical University*

Skills

JavaScript, Python, SQL, Node.js, Express•
Oracle SQL Developer, Excel, CRM Software, Git, Visual Paradigm•
System Design, Agile Development, Database Integration• Soft Skills— Communication (written & verbal), Time Management, Client Handling- Adaptability, Professionalism, Teamwork, Self-Motivation

Courses

06/2025 – Present	**AWS Certified Solutions Architect Associate,** *Udemy* AWS Identity & Access Management (AWS IAM), Amazon EC2 – Basics, Amazon EC2 – Associate, Amazon EC2 – Instance Storage, High Availability & Scalability, RDS, Aurora & ElastiCache, Amazon Route 53, Classic Solutions Architecture, Amazon S3
01/2025 – 03/2025	**The Complete Java Certification Course The Complete Java Certification Course,** *Udemy* Object-Oriented Programming in Java,Building and Deploying Java Programs with JAR Files,The Collections Framework and File Processing, Concurrency in Java,JDBC API (Java Database Connectivity),JShell and Java 9 Features, Lambda Expressions
01/2025	**The Complete Python Developer Certification Course,** *Student Ambassador Program with IBM SkillsBuild*

Projects

Smart Meal System, *System design document*
Food and Grocery Delivery System
• Includes authentication, ordering, payment, and real-time tracking
• Supports Food Seekers, Grocery Stores, Restaurants, and Delivery Providers
Features:
• Order processing with secure payment integration
• Delivery assignment and live status updates
• Review and order history management
Documentation Covers:
• System architecture
• Functional and non-functional requirements
• Diagrams (CFD, ERD, Class, Sequence, State Machine, ACD)
• Project timelines

Cafe coffee system
• Designed and implemented database scripts using **sequences, triggers, functions, and procedures**, consolidated into a reusable package.
• Developed **frontend and backend** with **Node.js** and **Express.js**.
• Integrated application with **Oracle SQL Developer** for database connectivity and operations.